

Specification amendments

Please replace the paragraph at page 3 lines 9-18 with the following replacement paragraph:

Conventional speech recognition products that allow additional acoustic models for alternative pronunciations of words typically require the system administrator to decide when such acoustic models are to be added to those already existing. Significantly, however, this tends to be an extremely difficult decision for ~~users~~ system administrators to make since ~~users~~ system administrators often do not understand the basis upon which such a decision is to be made. Moreover, the task of managing multiple sets of acoustic models to account for variations in pronunciation can be a problem in a speech recognition application. For example, it is not desirable to maintain and store in memory large numbers of alternative acoustic models that do not truly reflect a user's word pronunciations. Also, acoustic models that are inappropriate for a particular user's pronunciations can cause repeated undesirable errors in otherwise unrelated words in the speech recognition process.

Please replace the paragraph at page 21 lines 7-19 with the following replacement paragraph:

The developer of the voice command application as has determined that users from particular area codes or local exchanges within a particular area code have a predominant speaking accent, e.g., Southern. When a caller calls into the voice command platform ~~application~~ and seeks to interact with the application, the area code and/or local exchange

number (NXX/NPA code) where the user is dialing from is stored and provided to the voice command application. The voice command application uses this information to select a particular acoustic model to use, e.g., by reference to a simple look-up table that correlates area codes or NXX/NPA codes to particular acoustic models. This example will typically be invoked only where the voice application developer has a high or even complete understanding of the speaking characteristics of the population in the area and there is a high degree of homogeneity in the population. As before, after the initial acoustic model is selected, it can be interactively changed as described in Example 2 if the caller does not share the speaking characteristics of the majority of persons in the calling area.